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THE DES REPORT

Fall 2016

GM's Corner: Security



In this issue:

[GM's Corner](#)

[Constellation Congratulates
Golfer Jim Furyk on Historic
Golf Score](#)

[Customer Spotlight: Susan
Drye, Associate Director to
Administrative Services to the
Nashville Public Library](#)

[Employee Spotlight: Clay
Tidwell](#)

[DES Invitational Golf
Tournament](#)

The word “security” is connected to numerous things these days. Children have security blankets, retirees receive Social Security checks, and the mall has security officers. Buildings are equipped with security cameras, locks and key cards. We now have to worry about cybersecurity, ransomware and viruses on our computers.

What about financial security? We have to worry about our pensions, 401(k), the stock market, embezzlers, fraud and identity theft. The majority of people are concerned with the security of their families. That is why there are so many different insurance companies and policies.



Others are concerned with their personal safety. We see on the news every day that someone has been shot, carjacked, robbed, etc. Many homeowners have installed security alarm systems or video surveillance equipment or have purchased some other means of defense.

We have long had security forces around the world; but after 9/11, the threat of terrorism resulted in the United States' creating the U.S. Department of Homeland Security and the Transportation Security Administration. While airport security lines are a hassle, they are a necessary one.

The Nashville District Energy System's Energy Generation Facility is equipped with security fencing, cameras and electronic key cards. There are certain dangers that the general public needs to be protected from on and off the plant site. These include high voltage electricity, pressurized steam, chemicals and rotating equipment, to name a few. Several employees have been designated as building wardens. Additional safety training is required in order for these people to serve as security personnel, be first responders and to be accountable for personnel during emergency situations.

The manholes and tunnels in the Energy Distribution System have additional dangers associated with confined spaces. Entry in to these spaces requires air quality monitoring, heat monitoring and radio communications. A top watch and barricades are utilized to prevent accidents and unauthorized entry.

What do you think of when you hear the word "security"? In most cases, you think of safety; however, the word also means confidence, guarantee and defense.

CNE has contractual guarantees to provide safe, efficient and reliable service to the downtown buildings on the Nashville District Energy System. Over the past 12-plus years, system efficiency and reliability have been greater than 99 percent. Customers can be confident that that this will continue. Based on our record, this statement is defensible.

Customer Spotlight:

Susan Drye,

Associate Director of Administrative Services to the
Nashville Public Library



24th Annual Nashville District Energy System Invitational Golf Tournament

**First-Place Team: James Stepp,
Greg Gresham, Blaine Marlin and
Ray Stepp**

The 24th Annual Nashville District Energy System Invitational Golf Tournament took place at Indian Hills Golf Course in Murfreesboro, Tenn., on July 23, 2016. This year marks the 13th consecutive year the event was organized and sponsored by Constellation NewEnergy. Those who participated in the event included NDES customers, contractors, vendors, employees, family and friends.

Tampa Electric's Karl Fable won the contest for the "Longest Drive," and Nashville Chemical's Tim Ledman won the competition for "Closest to the Pin." The winning team finished with a score of 58, one stroke ahead of its nearest competitors.

First-place team members and individual contest winners each received a trophy and a cash prize. The remainder of the field was given prizes generously donated by the hole sponsors.

Each par-3 hole featured a hole-in-one contest sponsored by Constellation NewEnergy, Inc.; however no one was lucky enough to get an ace this year. Lunch was



Q: What does your role entail as the Associate Director of Administrative Services to the Nashville Public Library and how long have you held this position?

I have overseen the major operational aspects of what it takes to keep the Nashville Public Library running since September 2013. This includes finance and budgeting, human resources, facilities maintenance and development, security and safety and the delivery of library resources to 21 locations across Nashville each day. The key to my job is to set a standard for great customer service.

Nashville Public Library is a very busy place that's always moving: - keeping facilities and grounds maintained; running delivery routes and supporting 400-plus employees.

For example, last fiscal year, our Delivery division moved a daily average of 19,152 items to and from 21 locations around the county. In that same time, our patrons checked out just over 5 million items, and more than 3 million visitors came through our doors to attend more than 11,000 free classes, workshops, and events.

Q: Working in a place that is filled with thousands of books and offers so many learning opportunities, there is a lot to do. What would you say is your favorite part about your job?

My passion point is helping people, especially kids. We offer so much for people of all backgrounds - the latest best sellers, a great collection of videos, programs for teens and more. I'm a mom of four, so I know one of the best things you can do for a child is to get him or her interested in reading and learning at an early age. It's an adventure you teach children, which lasts a lifetime.

What makes the Nashville Public Library special or unique when compared to other venues in Nashville?

At the Nashville Public Library, everything is free, and all are welcome.

provided for participants following play furnished by Constellation.

Yet again, the golf course staff did an outstanding job, and the event was a tremendous success. Each participant had a fantastic time on the green, and many said they are already eagerly anticipating next year's event.

Fundraising Walks



CNE employees and family members participated in two fundraising walks recently. The first was the "2016 Walk to End Alzheimer's" on Oct. 15. This 2-mile walk began and ended at the Music City Walk of Fame Park, across the street from the Country Music Hall of Fame. Windmill flowers, with loved ones' names written on the petals, were placed in a victory garden in the park. The different colors represented supporters, caregivers, people who have Alzheimer's and people who have died from this disease.

Benjamin Franklin said it succinctly when he said, "Being ignorant is not so much a shame as being unwilling to learn." At a public library, those doors to wisdom never close.

Q: The library offers so many programs for children and adults. What is your favorite program offered in the Nashville Public Library?

We have so many programs, and all are wonderful. As a kid at heart, I personally LOVE the puppet story-time shows. Our staff of professional puppeteers are so talented. I love every show they produce. The staff usually get to see a sneak preview of new shows before they debut, and it's always exciting.

Q: What has been your favorite event to-date at the Nashville Public Library?

The International Puppet Festivals are my favorite events. We just completed our third festival in June of 2016. We had more than 20,000 people come through the Main Library downtown during the three-day festival to see puppet shows and troupes from six different countries. It's just astounding that we were able to attract so much talent from across the world, make the event appear seamless and our audiences had such a good time. All for free.

Q: What are the biggest challenges you and the Nashville Public Library face in the foreseeable future?

We strive to stay in tune with the needs of the communities and neighborhoods we serve and also stay on top of current technology trends. We partner with many organizations and agencies to provide resources and opportunities Nashvillians want and need. We are constantly trying to figure out efficiencies in service to make our resources stretch farther. Our ultimate goal is to keep the city happy by providing compelling things to read, watch and listen; things to do; and places to go.

As with any government institution, funding is always a concern. There is a finite amount of money for public services to go around, and all services are worthy of consideration and funding.



The following Saturday, Oct. 22, CNE employees and family members met at the Energy Generation Facility to participate in the 4.5-mile "Making Strides Against Breast Cancer." It began and ended at Nissan Stadium. Both fundraisers were a success.

Employee Spotlight:

Clay Tidwell,

SE-1 with Constellation Energy



Clay Tidwell works as an SE-1 with Constellation Energy. Before joining Constellation, Clay served in the U.S. Coast Guard.

Q: What is your role at DES?

My role is on the operational side at Metro DES. Each day, I operate equipment to ensure it's running at the highest possible efficiency. From my experience, each customer has been very satisfied with our service. My role is dedicated to maintaining efficiency and high satisfaction ratings.

Q: How long have you worked at DES?

I have worked for Metro DES since June 2011. Before I accepted my role with DES, I served in the U.S. Coast Guard and worked as a home inspector. My first job in Nashville was working for the Nashville Thermal Transfer Service before I took on the task of maintaining operational efficiency with DES.

Q: Do you have any advice for individuals who are starting out in this career?

The military is a good place to get an education for operational careers. Outside the military, people looking to enter this career should look into technical schools to get started. Unfortunately, boiler operators are a dying breed.

Q: How would you describe DES' importance to the city of Nashville?

Our services are very important to Nashville. Many buildings don't have a backup system, so our service is most important to their well-being.

Q: How do you see DES' services changing in the future as Nashville continues to grow?

We adapt with Nashville. As demands change, we work to change with our customers to provide the proper services.

Constellation Congratulates Golfer Jim Furyk on Historic Golf Score of 58



Jim Furyk has been named the first player to score a 58 in the PGA TOUR during the final round of the Travelers Championship at TPC River Highlands in Cromwell, Conn.

The Constellation-sponsored PGA professional was already known as one of six golfers to earn a score of 59, which he shot during the second round of the 2013 BMW Championship. Furyk is now the only golfer to shoot two rounds in the 50s.

“Constellation is excited to congratulate Jim on his historic performance,” said Mark Huston, president of Constellation Retail. “Jim is an exceptional competitor, and displayed steadfast confidence and consistency as he picked up 10 birdies and an eagle during his record-setting round. We look forward to our continued strong relationship with Jim.”

Furyk has a multiyear sponsorship agreement with Constellation and has enjoyed a long relationship with Constellation’s parent company, Exelon. He served as host of the Exelon Invitational tournament from 1999 to 2010.

The company’s relationship with Furyk is one of a handful of unique sponsorships

Constellation maintains with professional sporting organizations, including the NHL, PGA, and numerous MLB, NBA and NFL sports teams.

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